

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims

Claims 1-24 (canceled)

25. (new) A method for diagnosing an application from a remote location, the method comprising:

- (a) providing an operational environment having an application interface to collect diagnostic information from the application upon request;
- (b) enabling the application to execute within the operational environment, the application being in communication with the application interface to provide diagnostic information about the application upon request;
- (c) when requested,
 - i) the operational environment operable to collect and format the diagnostic information using the application interface;
 - ii) the application operable to provide the diagnostic information via the application interface; and
 - iii) the operational environment operable to transmit the formatted diagnostic information to the remote location.

26. (new) A method as in claim 25, wherein the step of collecting the requested diagnostic information further comprises the step of collecting information about configuration of the application, application resources, and system resources used by the application.

27. (new) A method as in claim 26, further comprising the step of enabling a user of the application to send the diagnostic information to a support location.

28. (new) A method as in claim 25, further comprising the step of enabling a support person to request the diagnostic information for the application.

29. (new) A method as in claim 28, further comprising the step of enabling the support person to use a support tool to diagnose and interpret the diagnostic information for the application and related environment.

30. (new) A method as in claim 28, further comprising the step of sending files to a client computer upon which the application is executing to repair a problem diagnosed for the application.

31. (new) A method as in claim 25, further comprising the step of defining data formats and diagnostic information uniformly for each of a plurality of applications.

32. (new) A system for diagnosing an application from a remote location, comprising:
an operational environment having an application interface to collect and format diagnostic information from the application upon request from a remote location;
the application configured to execute within the operational environment, and the

application being in communication with the application interface to provide diagnostic information about the application upon request; and
a communications component for the operational environment, capable of transmitting formatted diagnostic information to the remote location.

33. (new) A system as in claim 32, wherein the diagnostic information further comprises information about the configuration of the application, application resources, and system resources used by the application.

34. (new) A system as in claim 32, further comprising a support tool located at the support location to allow a support person to interpret the diagnostic information.

35. (new) A system as in claim 32, wherein the application interface further comprises a single procedural interface that is coupled to a plurality of applications.

36. (new) A system as in claim 32, further comprising a remote support tool, configured for receiving and displaying the diagnostic information transferred by the communications component, having a user interface that is accessible to support personnel.

37. (new) A software support system as in claim 32, wherein the remote support tool is used by the support personnel to view the diagnostic information and identify problems in the application.

38. (new) A software support system as in claim 32, wherein the diagnostic information has defined uniform data formats and diagnosis information.

39. (new) A software support system as in claim 32, wherein a user activates the transfer of the diagnostic information that is sent to a support location.

40. (new) A software support system as in claim 32, wherein support personnel activate a transfer of the diagnostic information through the remote support tool.